

WATER INNOVATION TECHNOLOGIES

Rapid Assessment of Supplier Trainings

December 2019



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Acronyms List

MEL	Monitoring, Evaluation and Learning
IS	Institutional Strengthening
HH	Household
AG	Agriculture
WIT	Water Innovation Technologies

Background

The Water Innovations Technologies (WIT) project contributes to the overall objective of conserving water in Jordan through the adoption of proven water-saving technologies and techniques. The project targets different segments of the community as either partners or beneficiaries to increase water conservation in Jordan by focusing on water efficiency in the agricultural sector, and on the community and household levels. To achieve this, a series of training courses were delivered the period between April and October 2019 to a selected group of market actors operating in the water sector, including suppliers of water-saving irrigation and household technologies, as well as governmental representatives. The training topics included irrigation management systems, water auditing, water accounting, data-driven management, communication skills, and marketing skills.



Introduction

This report summarizes the key results of a rapid assessment conducted to assess the effectiveness of a training series conducted by WIT and its partners between April and October 2019 to build the skills and knowledge of selected market actors from both the private and public sectors. Specifically, the rapid assessment collected feedback from participants to evaluate the trainings in terms of the quality and relevance of the training content, and the performance of the trainers. The results attained will assist WIT in designing future trainings that are relevant to the needs and interests of key market actors.

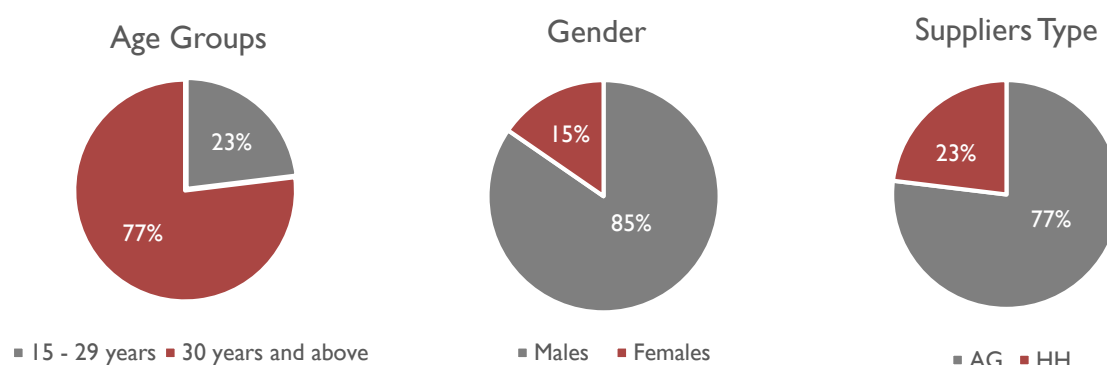


Methodology

Phone interviews were conducted with 36 participants¹ representing five irrigation hardware suppliers, four household water-saving technologies suppliers, and two governmental entities. A survey was developed, featuring a combination of multiple choice and open-ended questions. Data collection was undertaken during 17 – 22 December 2019 by the Institutional Strengthening team. The demographic profiles of participants are below.

Analysis of Results

The main data generated from the phone interviews is summarized below under the corresponding survey questions.

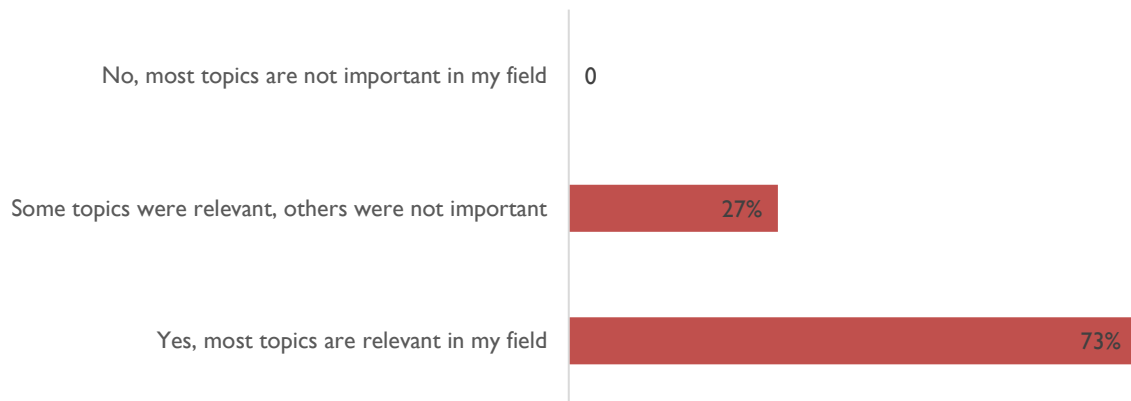


I. In your opinion, did the trainings cover topics that are important and relevant to your field of work?

Participants were asked whether the trainings covered topics are important and relevant to their field of work. To this, the majority of 73% reported that *most topics were important and relevant*, while 27% reported that *some but not all topics were important and relevant*. In general, many participants commended the topics covered in the trainings, and thought the skills attained in the trainings to be useful and interesting.

¹ Out of 47 participants that attended the training. The 23% that were not contacted could not be reached using the contact details provided on the training attendance sheets.

The Relevance of the Topics



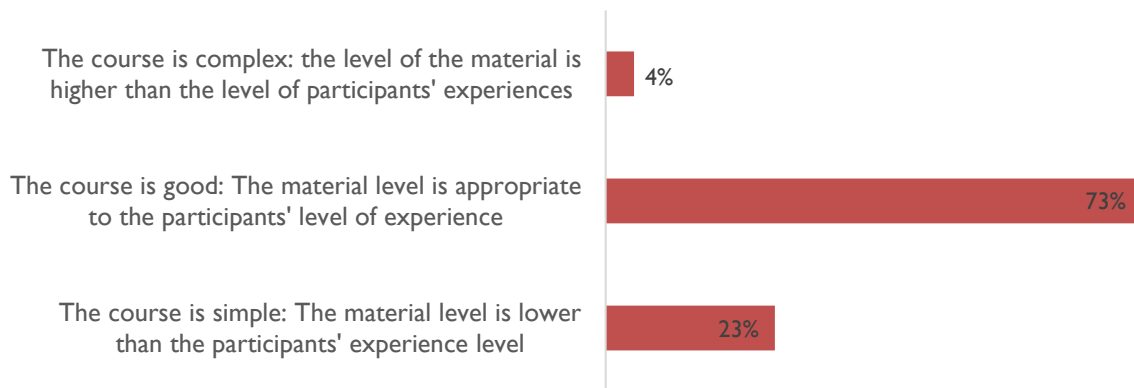
2. In your opinion, what are the most important topics covered by the training, which you found particularly useful?

When participants were asked to list the topics that they found most important and useful, 42% cited the technical trainings, 27% cited the soft skills trainings (communication and marketing skills), while 31% cited both the technical and soft skills trainings. In general, participants working in technical roles showed more interest in the technical topics of the training, especially topics such as irrigation management system, water auditing, water accounting, and data-driven management. Alternatively, participants working in operational and managerial roles were more interested in topics such as communication and marketing skills.

3. How would you evaluate the quality of the trainings in terms of the training materials suitability to the participants' expertise?

Participants were asked to evaluate the quality of the training based on whether the training materials suited the participants' expertise. To this, the majority of 73% found the training material to be *appropriate for the participants' expertise*, 23% thought the training material was *too simple compared to the participants' expertise*, while 4% thought the training material was *too advanced compared to the participants' expertise*.

Suitability of training material

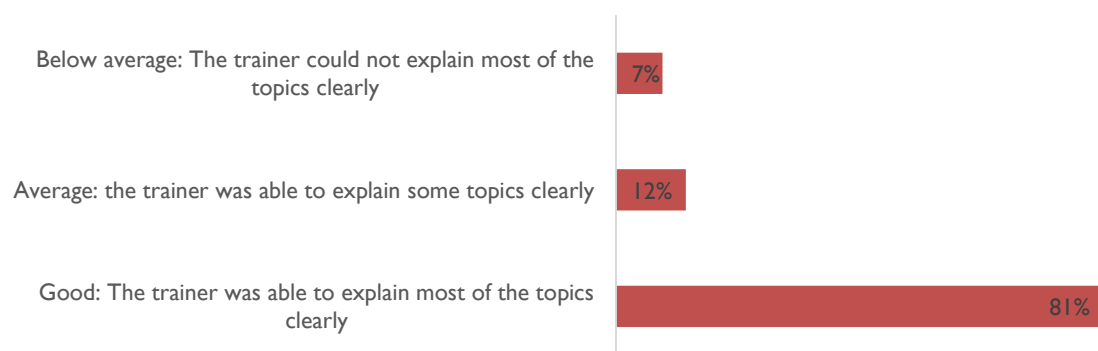


4. How would you evaluate the quality of the trainings in terms of the trainers' ability to explain and discuss the training materials adequately?

Participants were asked to evaluate the trainings based on the trainers' ability to explain and discuss the training materials. The majority of 81% thought that the trainers were "good" in that they *could explain most topics adequately*, 12% thought that the trainers were "average" in that they *could explain some but not all topics adequately*, while 7% said that the trainers were "below average" in that they *could not explain most topics adequately*. In general, participants were more likely to express their satisfaction with the soft skills trainers compared to the technical content trainers. Participants that were not satisfied with the performance of the technical content trainers cited the following reasons:

- Some trainers lacked an in-depth and current understanding of the topics (in particular, a trainer from a Dubai-based company),
- Some trainers could not adequately engage with or adapt the material to suit participants that do not have an agricultural/irrigation background,
- Some trainers could not present or discuss the content of the material in a practical, real-life context, which negatively affected participants' understanding of certain topics.

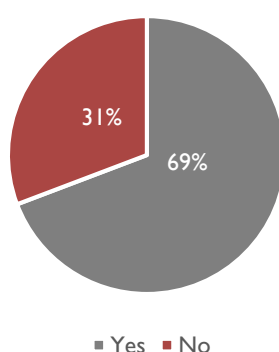
Trainers skill



5. Did you apply or use in your work any skills or information that was acquired from the training?

Participants were asked whether they put into practice any of the skills or information gained during the trainings. The majority of 69% answered positively, while the remaining 31% reported they did not. Of those that answered positively, more than half cited that they used communication and marketing skills, while about a quarter cited using the information about water auditing and irrigation management system.

Participants that used skills acquired



6. Do you have any recommendations or suggestions to improve future trainings?

All collected recommendations were categorized and summarized as follows:

- Increasing the duration of the training so that it covers the intensity of the addressed training topics and material,
- Adapting the material to fit the local Jordanian context,
- Including practical and real-life agricultural cases from the local market.

Moving Forward

According to the findings of this rapid assessment, the following points will be considered while designing the second round of trainings that will be launched in January 2019.

Success factors:

- The proposed training topics were rich and important to the participants.
- The training is needed and related to the participants field of work.
- The trainers are qualified and experienced, especially in terms of knowledge.

Points to be improved:

- The training material was very intensive;
- The duration of the trainings is too short given the size and nature of the training material;
- The material should be adapted to fit the local Jordanian context in terms of local challenges and priorities;
- The training methodology is too theoretical and needs to be adapted to feature more practical exercises and interactive learning activities.